

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	1	"6055513".pn.	USPAT	OR	OFF	2006/04/11 15:13
S2	1	"6161128".pn.	USPAT	OR	OFF	2006/04/06 17:40
S3	12	("5025372"   "5056019").PN. OR ("6009415").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 11:29
S4	100	citibank.as.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 11:29
S5	57	S4 and (credit adj card\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 11:33
S6	41152	credit adj card\$1	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 11:33
S7	602	S6 near10 (loyalty or retention or churn)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 11:34
S8	66	S7 near10 (benefit\$1 or incentive\$1 or discount\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 11:34
S9	19245	credit adj card\$1	USPAT	OR	OFF	2006/04/07 13:50
S11	76	S9 near10 (customer adj service)	USPAT	OR	OFF	2006/04/07 15:12
S12	1	"6597903".pn.	USPAT	OR	OFF	2006/04/07 15:12
S13	22	("5027388"   "5084819"   "5233642"   "5553131"   "5570417"   "5594791"   "5625669"   "5627973"   "5659601"   "5737726"   "5742905"   "5765138"   "5809415"   "5822410"   "5832457"   "5885087"   "5907800"   "6011837"   "6018726"   "6038438").PN. OR ("6597903").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 15:12
S14	20	("5027388"   "5084819"   "5233642"   "5553131"   "5570417"   "5594791"   "5625669"   "5627973"   "5659601"   "5737726"   "5742905"   "5765138"   "5809415"   "5822410"   "5832457"   "5885087"   "5907800"   "6011837"   "6018726"   "6038438").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 15:16
S15	59148	cell\$4 adj phone\$	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 15:17

## EAST Search History

S17	116	S15 and churn\$3	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 15:18
S18	85	S17 and (incentive\$1 or bonus\$2 or credit\$1 or coupon\$1 or promotion\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/07 15:18
S19	675	customer adj requested	USPAT	OR	OFF	2006/04/09 12:49
S20	30010	S19 near10 incentive\$1 or promotion\$1 or coupon\$1	USPAT	OR	OFF	2006/04/09 13:42
S21	0	S19 near10 incentive\$1	USPAT	OR	OFF	2006/04/09 12:50
S22	20773	S19 near "10" promotion\$1	USPAT	OR	OFF	2006/04/09 12:50
S23	0	S19 near10 promotion\$1	USPAT	OR	OFF	2006/04/09 12:51
S24	2	S19 near10 coupon\$1	USPAT	OR	OFF	2006/04/09 12:52
S25	135	service adj termination	USPAT	OR	OFF	2006/04/09 12:52
S26	0	S25 near10 (incentive\$1 or promotion\$1 or coupon\$1 or discount\$1)	USPAT	OR	OFF	2006/04/09 12:53
S27	135	S25	USPAT	OR	OFF	2006/04/09 12:53
S28	7	S27 and (retention)	USPAT	OR	OFF	2006/04/09 12:54
S29	88	customer adj retention	USPAT	OR	OFF	2006/04/09 12:54
S30	68	S29 and (coupon\$1 or promotion\$1 or incentive\$1 or benefit\$1)	USPAT	OR	OFF	2006/04/09 13:16
S31	19245	credit adj card\$1	USPAT	OR	OFF	2006/04/09 13:16
S32	41	S31 and (customer adj retention)	USPAT	OR	OFF	2006/04/09 13:17
S33	24	terminat\$3 adj contract\$1	USPAT	OR	OFF	2006/04/09 13:32
S34	1	S33 and <u>retention</u>	USPAT	OR	OFF	2006/04/09 13:32
S37	1	"5822410".pn.	USPAT	OR	OFF	2006/04/09 13:43
S38	18	("4734564"   "5491742"   "5594791"   "5615408"   "5644619").PN. OR ("5822410").URPN.	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/09 13:44
S39	14	prevent\$3 adj churn	US-PGPUB; USPAT; USOCR	OR	OFF	2006/04/09 13:44
S40	1	"5822410".pn.	USPAT	OR	OFF	2006/04/11 15:13